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SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME

Affordable Phone Services, Inc

QUARTER / YEAR

1st. / 2010

Month:	Jan	Feb	Mar
Number of Customer Access Lines	9697	9243	9195
Trouble Reports / Access Line (%)	315/3.2%	283/3.1%	258/2.8%
Customer Out of Service Clearing Times (%)	92.6%	91.7%	91.1%
New Installs Completed w/in 5 Days (%)	94.4%	93.2%	93.7%
Commitments Fulfilled (%)	97.8%	96.1%	95.2%

Comments / Explanations: Affordable Phone Services has a very successful outreach/marketing campaign. We have reduced our plan costs and offer long distance for free to our lifeline customers.

Person Making Report / Contact Information: Carrie Vater/ cvater@htcoffl.com

RECEIVED

JAN 7 2010

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